



**STATE OF NEW JERSEY**

In the Matter of Nermeen Bakhoun,  
Field Services Supervisor 2, Medical  
Assistance and Health Services  
(PS3699K), Department of Human  
Services

**FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION**

CSC Docket No. 2018-3144

Examination Appeal

**ISSUED: OCTOBER 5, 2018 (JET)**

Nermeen Bakhoun appeals the determination of the Division of Agency Services (Agency Services) that she did not meet the experience requirement for the promotional examination for Field Services Supervisor 2, Medical Assistance and Health Services (PS3699K), Department of Human Services.

The promotional examination was announced with specific requirements which had to be satisfied by the October 23, 2017 closing date. The requirements were graduation from an accredited college or university with a Bachelor's degree, and four years of experience in the fields of public welfare assistance and/or medical assistance which shall have involved contacts with lay and professional public and responsibility for interpretation of basic laws/regulations, one year of which shall have been in a supervisory capacity. It noted that applicants who did not possess the required education could have substituted additional experience as indicated on a year-for-year basis with 30 semester hour credits being equal to one year of experience. A total of five candidates applied for the subject examination which resulted in a list of two eligibles with an expiration date of April 18, 2021. One certification was issued and one appointment was made.

The appellant listed on her application and resume that she possessed a Master's degree in Business Administration. Agency Services credited her for her education. The appellant listed that she served as a Senior Quality Control Reviewer from May 2015 to October 2017, as an Interim Field Service Supervisor 2 from January 2016 to December 2016, and as a Quality Control Reviewer from January 2012 to May 2015. The appellant also listed that she served as a Branch

Operations Manager 2 from July 2011 to January 2012, as a Branch Operations Manager 1 from September 2010 to July 2011, and as a Head Teller from February 2005 to September 2010. Agency Services credited the appellant with over four years of general experience for her work as a Senior Quality Control Reviewer and as a Quality Control Reviewer, and with 10 months of applicable general and supervisory experience for her work as an Interim Field Service Supervisor 2 from January 2016 to December 2016. Accordingly, Agency Services determined that the appellant was ineligible for the examination, as she lacked two months of supervisory experience.

On appeal, the appellant asserts, among other things, that she possesses over 10 years of management and supervisory experience in banking, including supervising staff, auditing financial agencies, completing reports and evaluations, and monitoring banking rules and regulations. Moreover, the appellant states that she continues to serve in a supervisory capacity as a Senior Quality Control Reviewer.

### **CONCLUSION**

*N.J.A.C.* 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional announcement by the closing date. *N.J.A.C.* 4A:1-1.2(c) states that the Civil Service Commission (Commission) may relax a rule for good cause in order to effectuate the purposes of Title 11A, New Jersey Statutes.

In the present matter, the appellant should be admitted to the subject examination. Although the appellant's experience in her various positions does not precisely mirror the required experience, the Commission is satisfied that the totality of her experience satisfies the announced requirements. In this regard, the appellant possesses over 10 years of supervisory experience as a Branch Operations Manager 2 and as a Branch Operations Manager 1. Additionally, the list for this title is currently incomplete. Under these circumstances, good cause exists to relax the provisions of *N.J.A.C.* 4A:4-2.6(a) and accept the appellant's totality of experience for eligibility purposes only, and to admit her to the examination.

### **ORDER**

Therefore, it is ordered that this appeal be granted and the appellant's application be processed for prospective employment opportunities only.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 3<sup>rd</sup> DAY OF OCTOBER, 2018



Deirdre L. Webster Cobb  
Chairperson  
Civil Service Commission

Inquiries  
and  
Correspondence

Christopher Myers  
Director  
Division of Appeals  
& Regulatory Affairs  
Civil Service Commission  
Written Record Appeals Unit  
PO Box 312  
Trenton, New Jersey 08625-0312

c: Nermeen Bakhoun  
Lois Robinson  
Kelly Glenn